

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 105

Office of Financial Management

Mission

The Office of Financial Management provides vital information, fiscal services, and policy support that the Governor, the Legislature, and state agencies need to serve the people of Washington State.

Goal Improve our effectiveness in helping state agencies succeed in meeting their goals and fulfilling their responsibilities.

Performance Measure For Small Agency Client Services, decrease the average turnaround time to three days for processing vendor payments.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				3.0				3.0
Actual				3.06				2.71
Date Measured				6/30/2000				

Goal Promote confidence in state government by ensuring the integrity of information provided by OFM to executive agencies, the Legislature and the general public.

Performance Measure By survey, percentage of customers giving high ratings to the integrity of OFM information.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				80%				80%
Actual				79%				
Date Measured				5/31/2000				

Quarter 8 Comment Customer survey will only be conducted in the first year of the biennium. Therefore, there is no performance data to report for Quarter 8.

Goal Provide systems that will improve the performance, accountability and effectiveness of state programs.

Performance Measure Percentage of all payments made through electronic fund transfer or warrant insertion.*

* Warrant insertion occurs when vendor warrants are mailed from a central service center instead of from the agency.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				50%				50%
Actual				41.2%				49.6
Date Measured				6/30/2000				